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**DECLARATION FOR UTILITY OR  
DESIGN  
PATENT APPLICATION  
(37 CFR 1.63)**

Declaration Submitted with Initial Filing

OR

Declaration Submitted after Initial Filing (surcharge (37 CFR 1.16 (e)) required)

Att r n y D cket Numb r	7000-289
First Named Inventor	Presnell, Michael Craig
<b>COMPLETE IF KNOWN</b>	
Application Number	/
Filing Date	
Art Unit	
Examiner Name	

As the below named inventor, I hereby declare that:

My residence, mailing address, and citizenship are as stated below next to my name.

I believe I am the original and first inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled:

IMPROVED MONITORING FOR OPERATOR SERVICES

(Title of the Invention)

the specification of which

 is attached hereto

OR

 was filed on (MM/DD/YYYY)   as United States Application Number or PCT InternationalApplication Number   and was amended on (MM/DD/YYYY)   (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached? YES	Certified Copy Attached? NO
			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

 Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.

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## DECLARATION Utility or Design Patent Application

Direct all correspondence to:  Customer Number or Bar Code Label 27820 OR  Correspondence address below

Name

Address

City

State

ZIP

Country

Telephone

Fax

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

**NAME OF SOLE OR FIRST INVENTOR :**  A petition has been filed for this unsigned inventor

Given Name (first and middle [if any])	Michael Craig			Family Name or Surname	Presnell
Inventor's Signature	<i>M Craig Presnell</i>			Date <i>8/21/2003</i>	
Residence: City	NC	State	USA	Country	USA
Citizenship					

1416 Southpoint Crossing Drive

Mailing Address

City	NC	State	27713	ZIP	USA
Country					

**NAME OF SECOND INVENTOR:**  A petition has been filed for this unsigned inventor

Given Name (first and middle [if any])	Family Name or Surname				
Inventor's Signature				Date	
Residence: City	State	Country	Citizenship		
Country					

Mailing Address

City	State	ZIP	Country
Country			

Additional inventors are being named on the \_\_\_\_\_ supplemental Additional Inventor(s) sheet(s) PTO/SB/02A attached hereto.

PATENT/DOCKET NO. 7000-289  
CUSTOMER NO. 27820

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: Michael Craig Presnell	§	Attorney Docket No. 7000-289
	§	
Serial No.: N/A	§	
	§	
Filed: Herewith	§	
	§	
Title: <b>IMPROVED MONITORING FOR OPERATOR SERVICES</b>	§	
	§	
	§	

Commissioner for Patents  
Washington, D.C. 20231

POWER OF ATTORNEY FOR  
PATENT APPLICATION

Nortel Networks Limited, a Canadian corporation having principal offices at:

**2351 Boulevard Alfred-Nobel  
St. Laurent, Quebec H4S 2A9, Canada**

the owner by assignment of the entire right, title and interest to the invention for **IMPROVED MONITORING FOR OPERATOR SERVICES**, by Michael Craig Presnell, and in and to the application for patent and any Letters Patent, whether domestic or foreign, that may issue thereon, hereby appoints the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Benjamin S. Withrow (Reg. No. 40,876), Steven N. Terranova (Reg. No. 43,185), Taylor M. Davenport (Reg. No. 42,466);

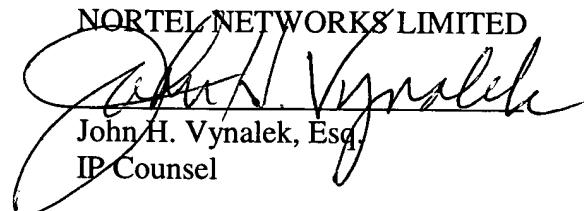
its attorneys with full power of substitution and revocation, to prosecute all domestic and foreign patent applications, including PCT and EPO filings, relating to said invention and to transact all business connected therewith, including signing of all papers on its behalf and making alterations and amendments.

Please address all correspondence and telephone calls regarding this application to:

**Withrow & Terranova, P.L.L.C., P.O. Box 1287, Cary, NC 27512, (919) 654-4520**

The undersigned is the representative for the Assignee of the entire right, title, and interest in the patent application identified above, and is authorized to act on behalf of the Assignee.

8/20/03  
Date

NORTEL NETWORKS LIMITED  
  
John H. Vynalek, Esq.  
IP Counsel